

Council
28 July 2004
Executive Report

Councillor Paul Bettison
Leader of the Council



Executive

20 July 2004

Amen Corner Local Plan Alteration
Early Years and Childcare Strategic Plan

Licensing Policy consultation

Financial Plans

- Outturn £99.930m [within 1% of budget!]
- Financial outlook remains challenging



Forward Look (1)

South East Plan

Western Corridor Sub Regional Strategy

Member Seminar in July

SEERA Guidance imminent

21 Sept : Executive

30 Sept : Environment & Lifelong
Learning Scrutiny

19 Oct : Executive



Forward Look (2)

Customer Services

- September 2003 approved customer services strategy. Aim to improve quality of customer services provided by the Council and to make it easier for people to contact us.
- Three stage plan to achieve this aim.



Forward Look (3)

Customer Services

Phase One

- Good progress bringing together four of the services into one unit:
 - Revenues including cash office
 - Bracknell Forest Services Call Centre
 - Environment Customer Services Centre
 - Reception/switchboardLaunch co-ordinated and improved service

Phase Two

- Enhance technology – putting in customer relationship management software

Phase Three

- Make additional services available through customer services



Forward Look (4)

Improvements to Service : Phase One

- Introduce 'golden number' 01344 352000
- Extend opening hours – opening at 8.00 am instead of 8.45 am and closing at 5.15 pm
- New corporate uniform for customer services staff
- Revamp Easthampstead House Reception to provide one-stop service – staff helping customers with queries
- Relaunch web site making it more accessible and easier to use
- New service will be launched in November with press and PR campaign, Town & Country spread, features on radio and in local papers



Forward Look (5)

Comprehensive Performance Assessment

- Self Appraisal being compiled
- Full Inspection : 11 – 15 October
- Key themes:

ambition

capacity

investment

focus

performance
management

learning

prioritisation

achievement

future plans

Have an 'excellent' summer



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